

California Public Utilities Commission
Consumer Service and Information Division

Water Industry
Consumer Contacts - Total Presented by Company and Category
February 2016

Consumer contacts to CAB customarily concern individual Utility Companies. The following table reports the contacts received by CAB regarding individual Companies in the Water Industry during the month of **February 2016**, broken down by the type of the contact (i.e. Category).

Table 1 - Water Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

| Utility Code | Utility Name | Billing | | | Not Regulated - No Jurisdiction | | | Policy & Practices | | | Public Purpose Programs | | | Rates | | | Service | | | Unknown/ Pending Assignment | | | Grand Total |
|----------------|--|---------|---------|-------|---------------------------------|---------|-------|--------------------|---------|-------|-------------------------|---------|-------|-------|---------|-------|---------|---------|-------|-----------------------------|---------|-------|-------------|
| | | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | Phone | Written | Total | |
| WTB206 | Alisal Water Corporation | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTA210, SWR210 | California American Water Company | 1 | - | 1 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| WTA60 | California Water Service Company | 6 | 6 | 12 | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | - | - | - | 13 |
| WBT61 | Del Oro Water Company | 3 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 3 |
| WTA133 | Golden State Water Company | 4 | 3 | 7 | - | - | - | 1 | - | 1 | - | - | - | - | - | - | 1 | 1 | 2 | - | - | - | 10 |
| WTA346 | Liberty Utilities (Apple Valley Ranchos Water) Corp. | 1 | - | 1 | - | - | - | - | - | - | - | - | - | 2 | 2 | - | - | - | - | - | - | - | 3 |
| WTA314 | Liberty Utilities (Park Water) Corp. | 1 | 2 | 3 | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 4 |
| WTC204 | Meadowbrook Water Co. of Merced, Inc. | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| WTD163 | Mecchi Water Company | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | - | - | 1 |
| WTA337 | San Gabriel Valley Water Company | 1 | - | 1 | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | 2 |
| WTA168 | San Jose Water Company | 3 | 3 | 6 | - | - | - | 2 | - | 2 | - | - | 1 | 1 | 2 | - | - | - | - | - | - | - | 10 |
| WTA339 | Suburban Water Systems | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 |
| Total | | 21 | 16 | 37 | 2 | - | 2 | 3 | - | 3 | - | - | - | 2 | 4 | 6 | 1 | 2 | 3 | - | - | - | 51 |